

EMPLOYEES WELFARE FACILITIES TOWARDS VIMS HOSPITAL, SALEM – 636308, TAMILNADU, INDIA: AN ANALYTICAL STUDY

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Abstract — ‘Welfare’ is a broad concept referring to a state of living of an individual or a group, in a desirable relationship with the total environment-ecological, economic and social. The term ‘welfare’ includes both the social and economic contents of welfare. Social welfare is primarily concerned with the solution of various problems of the weaker sections of society like prevention of destitution and poverty. It aims at social development by such means as social legislation, social reform, social service, social work, and social action. The goal of social welfare is to fulfil the social, financial, health, and recreational requirements of all individuals in a society. Friedlander defines social welfare as “the organized system of social services and institutions designed to aid individuals and groups to attain satisfying standards of life and health, and personal and social relationships which permit them to develop their full capacities and to promote their well-being in harmony with the needs of their families and the community. The object of economic welfare is to promote economic development by increasing production and productivity and through equitable distribution. Pigou defined economic welfare as “that part of social welfare that can be brought directly or indirectly into relation with the measuring rod of money” According to him, “the economic welfare of a community of a given size is likely to be greater, the larger is the share that accrues to the poor,” he admitted that economic welfare was not the index of total welfare. Labour welfare is a part of social welfare, conceptually and operationally. It covers a broad field and connotes a state of well-being happiness, satisfaction, conservation and development of human resources.

Keywords: Industrial Relation, Employee Relation, Working Condition.

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I. INTRODUCTION (ABOUT VIMS HOSPITAL, SALEM)

VIMS Hospital is a tertiary care hospital established in 2004 by Late Dr. A Shanmugasundaram (Founder & Chairman). Dr. A. Shanmugasundaram was an able philanthropist, educationist and dynamic individual with an attitude to always achieve the very best. From his humble beginnings in a small village in Tamilnadu, he achieved great success. A Health Care Provider of Patient Centric Approach with an Empathy Touch. Vinayaka Mission Super Speciality Hospitals (VIMS Hospitals) is 210 bedded tertiary care hospitals with over 50 full time consultants in all super specialty departments. Our hospital has complete healthcare ecosystem with related components of education/training and research , pursuing innovations that make health care more affordable.

VIMS Hospitals is the most trusted hospital for the Bengali and International patients, most of the West Bengal patients are visiting our hospital and patients from the region of North East of India, Andaman & Nicobar Islands, and International Patients from Nigeria, Bangladesh are benefited with our health care system. For all Western and International patients, we have a separate concerned team like translators, PRO's, Tour & Travel desk coordinators,

VIMS have established its name in multiple specialties such as:

- a) Cardiac Center—By pass operation , heart transplant , valve repair , further more.
- b) Orthopaedics—Hip and Knee Replacement and complex deformity correction.
- c) Multi Organ Transplant Center— Liver and Kidney.

- d) Critical Care & Trauma-In emergencies we handle life threatening situations through world class trained Doctors and Intensivists.
- e) Comprehensive Cancer Center –Medical Oncology and Surgical Oncology.
- f) Interventional Radiology–Apioneer in the field of Interventional Radiology advocating methods of expertise to institution across the Globe.
- g) OBG–High risk pregnancies and Fertility Center.
- h) Paediatrics–Treating neonates and infants.
- i) Others as well: Anaesthesiology, General Medicine and Diabetes management, Rheumatology, General Surgery & Laparoscopic Surgery, Surgical and Medical Gastrology, Neurology, Neurosurgery & Interventional Endovascular Neuro Procedures, Pulmonology, Psychiatry, ENT, Dermatology, Haematology, Urology, Nephrology, Paediatric Surgery, Plastic Surgery, Ophthalmology and Dental & Facio maxillary Surgery

1) SIGNIFICANCE OF THE STUDY

The study on the employee welfare in the Vims hospital, Salem is a depth survey done through on site observation. Welfare measures has very important role to increase the productivity of employees. The study further helps to improve the productivity of employees through the effective management of welfare measures. The findings of the study will be useful to the management to improve the welfare measures of the employees which in turn will motivate the employees to contribute their maximum for the development of the organization.

2) MEASURING JOB SATISFACTION

There are many methods for measuring job satisfaction. By far, the most common method for collecting data regarding job satisfying is the Likert scale (named after Rensis Likert). Other less common methods of for gauging job satisfaction include: Yes/No questions, True/False questions, point systems, checklist, forced choice answers. The Job Descriptive Index (JDI), created by Smith, Kendall, & Hulin (1969), job satisfaction that has been widely used. It measures one's satisfaction in five facets: pay, promotions and opportunities,

coworkers, supervision, and the work itself. The scale is simple, participants answer either yes, no, or decide in response to whether given statements accurately describe one job. The Job in General Index is an overall measurement of job satisfaction. It was an improvement to the job Descriptive Index because the JDI focused too much on individual facets and not enough on work satisfaction in general.

3) OBJECTIVES OF THE STUDY

- To study the welfare facilities in Vims hospital.
- To study the satisfaction level of employees towards welfare measures.
- To study the policies implemented by the organization to improve the welfare of employees.
- To suggest measures to improve the employee welfare schemes based on the findings of the study.
- To analyse and appraise the opinions, satisfactory level of employees in relation to statutory and non-statutory provisions provided by the sample hospitals.
- To study aspects of social security acts followed by the sample hospitals.

II. REVIEW OF LITERATURE

Durga (2022) an Empirical Study on Employee Satisfaction towards Welfare Amenities. The main aim of the study is to describe satisfaction level of employees regarding welfare activities. In this study they adopt simple random sampling a sample of 120 employees selected. As a result of the study concluded that the study reveals that the employees are feeling satisfy towards the welfare amenities provided by the company and the employees are feeling very happy to tell outsider about the welfare activities which are beneficial for them. Women employees are feeling superior for maternity leave and they are expecting extension of maternity leaves.

Mohamed Ghaly (2021) carried out the title "Cash Holdings and Employee Welfare". This paper examines the relation between employee welfare practices and corporate cash holdings. We find firms that are strongly committed to employee well-being, measured by ratings on employee relations, to hold more cash. The effect of employee welfare

standards on cash holdings is stronger for firms in human capital-intensive, competitive, and high-labor mobility industries in which employees are more important to their businesses. These results are consistent with the predictions of the stakeholder theory. Overall, our paper provides novel evidence on the role human capital and employee relations play in a firm's cash management policy

Chandra sekhar (2021) carried out the title "Employee Welfare Measures in Public and Private Sector hospitals". Employees' welfare facilities include housing facilities, free medical facilities, retirement benefits, children and adult educational benefits, welfare measures for the employee's families, loan facilities, etc. If the organizations do not bother about the employees benefit, but expect efficient and high performance from them, it is a mere waste. So there is utmost need for the employee's welfare in any type of organization. Organizations have to provide welfare facilities to their employees to keep their motivation levels high. A comparative study was undertaken to know the satisfaction level of the employees on the enforceability of various welfare measures in both the public and private sector hospitals.

Chahal (2020) inferred from his research work that some factors like working environment, performance appraisal techniques, relationship with other employees etc. are contributing towards job satisfaction in employees, while job dissatisfaction caused by working hours (lack of training & development) of frequent transfers of the employees. He suggested that employee welfare measures/facilities of job security should be given at most importance so that the employee return over may be restricted.

Dr. P Venkat Rao (2020) made the title of "Employee welfare is the key insight", study says that no investigate the literature related to the welfare measures and its impact on the employee performance, satisfaction and also identify and compare the welfare measures provided by different public and private sector hospitals. Employees are the key to every organizational growth. The concept of welfare has reached many milestones in increasing the efficiency of the employees since

work related problems compliment the poor quality of life for employees and a decline in performance. So, without welfare measures, employees are isolated in the companies.

Binoy Joseph (2019) studies in the article points out that the structure of welfare states rests on a social security fabric. Hospital employees, trade unions have done a lot to promote the betterment of workers conditions. "Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees & by the employers. Through such generous fringe benefits the employer makes life worth living for employees"

1) STATEMENT OF THE PROBLEM

Human resources are the most important resources of any organization. Here it is the duty of the management to look after the welfare measures of the employees. If the employees are satisfied with the provided welfare measures, the production will increase. The welfare measures of the employee are essential because of the nature of the industrial system. Today workers are an essential element contributing to the growth of the organization. If we make an overall survey of the living and working condition of industrial workers, the necessity of employee welfare measures would be apparent. In case of Vims hospital there are more than 120 workers employed and the company is responsible for the welfare of these workers. Hence the present study is conducted to learn the level of satisfaction of the employees regarding the welfare measures.

2) OBJECTIVES OF THE STUDY

Based on the conceptual discussions made above the following objectives are framed for the successful conduct of this study.

1. To study the welfare facilities in Vims hospital.
2. To study the satisfaction level of employees towards welfare measures.
3. To study the policies implemented by the organization to improve the welfare of employees.
4. To suggest measures to improve the employee welfare schemes based on the findings of the study.

5. To analyse and appraise the opinions, satisfactory level of employees in relation to statutory and non-statutory provisions provided by the sample hospitals.
6. To study aspects of social security acts followed by the sample hospitals.

3) HYPOTHESES OF THE STUDY

It means tentative generalization of the validity of which remains to be tested. In short it deals with certain assumptions made in the study.

1. Null Hypothesis: A hypothesis which assumes that there is no significant difference between sample statistics and population parameter is called null hypothesis. It is denoted by H_0
2. Alternative Hypothesis: A hypothesis which assumes that there is a significant difference between sample statistics and population parameter is called alternative hypothesis. It is denoted by H_1 .

4) RESEARCH DESIGN AND METHODOLOGY

A research design is the specialization of measure and procedure for the information needed to solve problems in the overall operational pattern of framework of the project that stipulates what information is to be collected from which sources by what procedure. There are three types of research design.

1. Exploratory Research Design
2. Descriptive Research Design
3. Experiment Research Design

The research used in the project is Empirical method of research. The study used both primary as well as secondary data. The primary data was collected from the labor of company. The study was conducted with the help of field survey technique more than 600 employees in Vims Hospital, Salem.

5) DATA SOURCES

Primary Data: Primary data are those, which are collected for the first time. They are original in character. The data collected by the investigator for the first time for their own use is usually classed as primary data.

Secondary Data: Secondary data are those that have already been collected by others. These are usually available in journals, periodicals, dailies,

research publication official records etc., they may either be available in published form or in an unpublished form. When it is not possible to collect the data by primary method, the investigator may make use of this method.

6) STATISTICAL TOOLS APPLIED

Statistical tools like simple percentage and chi square used in the compilation and computation of data.

- Percentage Analysis
- Chi-Square Test
- Correlation Analysis

The primary data had been collected from the samples from various areas and have been properly arranged, edited and tabulated in a systematic format and analyzed by using appropriate statistical tools. A bipartite correlation and linear regression analysis were carried out using SPSS

7) LIMITATION OF THE STUDY

Though the researcher took utmost care and efforts to avoid shortcomings in the process of data collection and analysis, the study is prone to some limitations, which are mentioned below:

- The period of the study was the major limitation.
- The resources constraints have limited the scope of the study.
- Some of the replies of the respondents might be biased.
- The organization rules and regulations also affect the study.

8) DATA ANALYSIS AND INTERPRETATION

TABLE: 1.1 - DISTRIBUTION OF RESPONDENTS BY THEIR AGE

AGE	NO. OF RESPONDENTS	PERCENTAGE
18-25	74.2	74.2
26-35	18.6	18.6
36-40	6.2	6.2
Above 40	1	1
TOTAL	100	100

INTERPRETATION:

As per the above table it is clear that out of the 100 respondents, 25 percentage of the respondents have less than 20-30 years, 30 percentage of the respondents have 30-35 years age group. 45 Percentage of the respondent have 41-50 years age group. 0 Percentage of the respondent have above 50 years old age group.

TABLE: 1.2 - DISTRIBUTION OF RESPONDENTS BY THEIR EDUCATIONAL QUALIFICATION

AGE	NO. OF RESPONDENTS	PERCENTAGE
SSLC	4.2	4.2
HSC	9.4	9.4
UG	45.8	45.8
PG	40.6	40.6
TOTAL	100	100

INTERPRETATION:

The above data indicates that 4.2% of respondents were SSLC, 9.4% were HSC, 45.8% were UG, 40.6% were PG degree holders.

TABLE: 4.4 - DISTRIBUTION OF RESPONDENTS BY THEIR EXPERIENCE

NO. OF YEARS	NO. OF RESPONDENTS	PERCENTAGE
Below 1 year	51.1	51.1
1-3 years	26.1	26.1
4-7 years	19.6	19.6
Above 10 years	3.2	3.2
TOTAL	100	100

INTERPRETATION:

As per the above table it is clear that out of the 100 respondents, 51.1 percentage of the respondents are Below 1 year, 26.1 percentage of the respondents are 1-3 years, 19.6 percentage of the respondents are 4-7 years, 3.2 percentage of the respondents are Above 10 years

III. CONCLUSION

From the in-depth analysis on the data collected from the study conducted it is observed that the employees of VIMS Hospital Salem. They are satisfied with their employee welfare and safety measures. Even though they are satisfied, the level of satisfaction is low in certain areas. Many respondents expect proper recognition and scope for development from the management so as to development themselves as well as the organizational development. Based on the findings of the study suggestion and recommendations were made for increasing the level of satisfaction further. If these are considered and implemented, there is no doubt that the employees will be more satisfied and contribute further for the overall development of the organization.

This project title “A study on Employees Welfare Facilities” of employees at Vims Hospital, Salem was done among more than 600 employees in a simple random sample method. From the study it was formed that the employees are satisfied with welfare facilities almost in all aspects. Some improvements are suggested by the employees for welfare can concentrate on that and make the employees fully satisfied. This will help to increase the morale of the employees.

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